

Claims

[c1] I claim the following:

1. A method wherein a customer, who could be a hearing impaired person, may place an operator assisted relayed telephone call to a hearing person using the internet such that the hearing impaired person communicates with the operator by sending and receiving text messages in approximately real time, and such that the hearing person communicates with the operator using conventional voice telephony, whereby the hearing impaired person may communicate with the hearing person using the operator as an intermediary, comprising:
 - a. the customer using his internet terminal to establish a secure connection to a Nationwide Routing Server;
 - b. the Nationwide Routing Server establishing a secure connection to the customer's internet terminal;
 - c. the customer issuing a call request via his internet terminal;
 - d. the Nationwide Routing Server issuing a status request packet to a TRS Packet Server;
 - e. the TRS Packet Server issuing a call accept packet to the Nationwide Routing Server;
 - f. the Nationwide Routing Server issuing a call accept

packet to the customer's internet terminal;

- g. the customer's internet terminal establishing a secure connection to the TRS Packet Server;
- h. the TRS Packet Server establishing a secure connection to the customer's internet terminal;
- i. the customer issuing a dial request packet to the TRS Packet Server via his internet terminal;
- j. the TRS Packet Server issuing a call accept packet to the customer's internet terminal;
- k. processing the call once the hearing person answers his or her phone;
- l. the customer communicating with a TRS operator by sending and receiving text via his internet terminal;
- m. the hearing person communicating with the operator using standard voice communications; and,
- n. the operator relaying messages between the customer and the hearing person.